

INTENT TO SOLE SOURCE

The S.C. Department of Health and Environmental Control is seeking qualified vendors to provide Q-Flow customer queuing software, kiosks, and related support and training or equivalent hardware, software and support to integrate with and expand upon our existing Q-Flow system. The solution must be installed in multiple locations by September 30, 2010. Equivalent systems offered must have the following critical elements and features:

(1) The ability to redirect the workflow in real time; the system must allow for changes in the workflow based on customer needs and staffing levels. Each stage of the customer's service must be documented in the system with data extraction available for management/reporting purposes. DHEC technical staff must have complete database access.

(2) Fully (100%) web-based with a centralized server and no dedicated client-side components required on workstations that will access this application. Shared components such as Internet Explorer, Acrobat Reader, Flash, or related software is acceptable. Dedicated components to run related peripherals are acceptable.

(3) Non-proprietary system database capable of utilizing MS SQL Server 2005 or MS SQL Server 2008. The system will be initially set-up on SQL Server 2005 with plans to upgrade to SQL Server 2008 during the life of the system. All web server and database components must run on any versions of Windows 2003 and 2008 Microsoft Server Operating Systems. System must be scalable to future versions of SQL Server and Windows Server OS. Solution offered must be compatible with current and future versions on Internet Explorer or have an upgrade path outlined.

(4) Open architecture written in current version of .NET for possible future expansion or integration by DHEC staff. System offered must have an upgrade path to future versions of .NET.

(5) Non proprietary hardware to include all TV LCDs, ticket printers, ticket printer paper, kiosks, media PCs (or equivalent), greeter PCs (or equivalent) and voice unit with bilingual software (English & Spanish).

(6) Ability to interface with other third party .NET and SQL Server based systems, and ability to integrate with existing scheduling system via either real-time web services or daily extracts and imports.

Equivalent packages offered must be available "off the shelf" products and not an offer to develop. Additional requirements are available upon request. Qualified vendors should contact Tripp Clark (803) 898-3485 email: clarkhcc@dhec.sc.gov or Jared Shoultz (803) 898-3668 email: shoultjj@dhec.sc.gov by 5:00 p.m. ET on June 18, 2010.